## DMHAS Community Support Program (CSP) / Recovery Pathways (RP) Fidelity Scale (rev. 8-6-15)

| Provider Name        |              |                       | Program Name(s)   | CSP-RP                              |  | # of Charts Rev                               | 5  |  |       |       |
|----------------------|--------------|-----------------------|---|-------------------------------------|--|---|--|--|-------|-------|
| Date of Review       |              |                       | Program Code(s)   |                                     |  |   |  |  |       |       |
| Provider Staff       | Leadership:  |                       |   |                                     |  | Reviewers                                     |  |  |       |       |
|                      | CSP-RP staff |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      | ¥4           |                       |   |                                     |  |   |  |  |       |       |
| Domain               | Item         | Standard              | Contract monitor  | 1                                   | 2  | 3   | 4  | 5  | Score | Notes |
|                      | Number       |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      | 1            | Peer Support          | 1 Certified Recovery Support Specialist   | Less than .10 FTE                   | .10 – .39 FTE  | .40 – .69 FTE                                 | .70 – .99 FTE                                    | 1 FTE  |       |       |
|                      |              | Position(s) & Role    | T Certified Recovery Support Specialist   | Less than .TO FIE                   | .10 .57111   | .40 .0711L                                    | .70 .7711E                                       | TITE   |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  | CSP/RP team operates at                        |       |       |
|                      |              |                       | CSP/RP team operates at least 10  |                                     |  |   |  | least 10 hrs/day, 5                            |       |       |
|                      |              | CSP/RP Team           | hrs/day, 5 days/week; available for   | Team is available < 10 hours        |  |   |  | days/week; available for                       |       |       |
|                      | 2            | Availability          | scheduled evening/weekend appts as  | per day, M-F                        | N/A  | N/A   | N/A  | scheduled                                      |       |       |
| Domain 1: Staffing   |              |                       | needed  | 1                                   |  |   |  | evening/weekend appts as                       |       |       |
| Domain 1. Starring   |              |                       |   |                                     |  |   |  | needed   |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       | Toom ongogos in client based  |                                     | No client-related  |   |  | > 2 client-based                               |       |       |
|                      |              | CSP/RP Team           | Team engages in client-based<br>discussions at least 2x/week (i.e., half        | All staff on team work              | meetings, but staff have   | 1 client-related meeting                      | 2 meetings per week, but                         | meetings/week; full team                       |       |       |
|                      | 3            | performs as a team    | hour or more); can be by phone; all   | independently; no familiarity       | back-up of 1-2 other team  | per week                                      | staff work independently                         | is aware of each client's                      |       |       |
|                      |              | periorins as a team   | staff aware of all client needs   | with others' clients                | members  | per meen                                      | stair work independently                         | needs  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       | CSP/RP staff receive a minimum of 3   | Average of < 1.5 hours/month        |  |   |  | Average of at least 3                          |       |       |
|                      | 4            | Staff "Clinical"      | hours of clinical supervision per month   | supervision for all CSP/RP          | ≥ 1.5 & < 2 hours/month  | > 2 & < 2.5 hours/month                       | > 2.5 & < 3 hours/month                          | hours/month supervision                        |       |       |
|                      | 1            | Supervision           | by Team Leader  | staff                               | 2 1.5 cc < 2 115 cc × 12 115 c | <u> </u>                                      | 2 2.5 cc \ 5 110a16/1101111                      | (some individual and                           |       |       |
|                      |              |                       |   |                                     |  |   |  | group) for all CSP/RP staff                    |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
| Domain 2: Service    |              |                       |   |                                     |  |   |  |  |       |       |
| Intensity & Location |              |                       |   |                                     |  |   |  |  |       |       |
|                      | 5            | CSP/RP In-vivo        | At least 50% of total face-to-face  | $\leq$ 20% of face-to-face hours in | ≥ 20 & < 35%   | ≥ 35 & < 50%                                  | 50%  | > 50%  |       |       |
|                      |              | services              | service hours occur in the community.   | community                           | ≥ 20 € < 55%   | ≥ 33 ac < 30 %                                | 3070   | > 5070   |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
| 1                    |              |                       |   |                                     |  |   |  |  |       |       |
| 1                    |              |                       |   |                                     |  |   |  |  |       |       |
| 1                    |              |                       | Expected # of clients receive at least 9  | Team meets standard for <           | Team meets standard for  | Team meets standard for                       | Team meets standard for                          | Team meets standard for                        |       |       |
|                      | 6            | CSP Contacts          | face-to-face contacts per quarter.  | 40% of expected clients             | 40% - 59% of expected  | 60% - 79% of expected                         | 80% - 89% of expected                            | 90-100% of expected                            |       |       |
|                      |              |                       | nace to face condicts per quarter.  | 40% of expected chems               | clients  | clients                                       | clients  | clients  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              |                       |   |                                     |  |   |  |  |       |       |
| 1                    |              | <u> </u>              |   |                                     |  |   |  |  |       |       |
|                      |              |                       | Europe d # alignets receive at 1 and 0  |                                     | Toom mosts stands 16.  | Toom moote stands -1 C -                      | Toom mosts standard 6                            | Trom mosts standard C                          |       |       |
| 1                    | 7            | CSP Service Intensity | Expected # clients receive at least 9 hours per quarter of face-to-face service | Team meets standard for <           | Team meets standard for<br>40% - 59% of expected   | Team meets standard for 60% - 79% of expected | Team meets standard for<br>80% - 89% of expected | Team meets standard for<br>90-100% of expected |       |       |
| 1                    | ·            | Cor Service Intensity | (i.e., 36+ hours/year).   | 40% of expected clients             | clients  | expected clients                              | clients  | clients  |       |       |
|                      |              |                       | (i.e., 56) Hours/year).   |                                     | Circins  | expected enems                                | CHCIRS   | Chents   |       |       |
| 1                    |              |                       |   |                                     |  |   |  |  |       |       |
|                      |              | <u> </u>              |   |                                     |  |   |  |  |       |       |
|                      |              |                       | Program served at least the number of   |                                     | m 40.50 2  | m co. ac-: : :                                | m 00.00=: 2                                      | m 00 100 2                                     |       |       |
|                      | 8            | CSP/RP Capacity       | CSP/RP clients that their   | Team serves <40% of capacity        | Team serves 40-59% of  | Team serves 60-79% of                         | Team serves 80-89% of                            | Team serves 90-100% of                         |       |       |
|                      |              |                       | contracted/agreed upon capacity indicates                                       |                                     | capacity   | capacity                                      | capacity   | capacity                                       |       |       |
|                      |              |                       | mercares  |                                     |  |   |  |  |       |       |
| •                    |              |                       | •   | •                                   |  |   |  |  |       |       |

| Domain  | Item<br>Number | Standard                              | Contract monitor   | 1  | 2   | 3   | 4   | 5   | Score | Notes |
|---|----------------|---------------------------------------|--|--|---|---|---|---|-------|-------|
|   | 9              | CSP/RP Overall<br>Hours               | Program delivered at least the expected<br>number of face-to-face CSP/RP service<br>hours overall that their<br>contracted/agreed upon capacity<br>indicates   | Team delivers <40% of<br>expected F2F hours  | Team delivers 40-59% of<br>expected F2F hours   | Team delivers 60-79% of<br>expected F2F hours   | Team delivers 80-89% of expected F2F hours  | Team delivers 90-100% of expected F2F hours   |       |       |
| Domain 3:<br>Documentation,<br>Treatment Planning | 10             | Client needs                          | LOCUS is used to help determine the appropriate LOC at time of admission and upon level of care change.  | <40% of clients have a<br>LOCUS score at the right<br>times & used in decision<br>making               | 40-59% of clients have a<br>LOCUS score at the right<br>times & used in decision<br>making                    |   | 80-89% of clients have a<br>LOCUS score at the right<br>times & used in decision<br>making                    | 90-100% of clients have a<br>LOCUS score at the right<br>times & used in decision<br>making                 |       |       |
|   | 11             | Functional Assessment                 | Functional skills assessment is conducted using a DMHAS approved assessment, the full assessment is administered upon admission with quarterly updates.  | < 40% of clients have a full<br>assessment administered upon<br>admission, with updates as<br>required | 40% – 59% of clients have<br>a full assessment<br>administered upon<br>admission, with updates as<br>required | 60% – 79% of clients<br>have a full assessment<br>administered upon<br>admission, with updates<br>as required | 80% – 89% of clients<br>have a full assessment<br>administered upon<br>admission, with updates<br>as required | 90-100% of clients have a<br>full assessment<br>administered upon<br>admission, with updates as<br>required |       |       |
|   | 12             |                                       | Functional skills assessments are fully completed and accurate: 1) LOAs completed; 2) Summary page and integrated summary included on full FAs;  | <40% of clients have high<br>quality FAs completed   | 40-59% of clients have<br>high quality FAs<br>completed   | 60-79% of clients have<br>high quality FAs<br>completed   | 80-89% of clients have<br>high quality FAs<br>completed   | 90-100% of clients have<br>high quality FAs<br>completed  |       |       |
|   | 13             | Individualized<br>Recovery Plan (IRP) | Goals in IRP are recovery life goals and in the client's own words   | < 40% of clients have goals meeting criteria   | 40% - 59% of clients have goals meeting criteria  | 60% - 79% of clients<br>have goals meeting<br>criteria  | 80% – 89% of clients<br>have goals meeting<br>criteria  | 90-100% clients have goals meeting criteria   |       |       |
|   | 14             |                                       | Each client has an IRP with the following structure:  1) target dates for objectives 2) identified persons/positions assigned to action steps; 3) frequency, intensity and duration of interventions 4) inclusion of person in recovery and natural supports, as appropriate       | < 40% of clients have IRPs<br>meeting all criteria   | 40% - 59% of clients have<br>IRPs meeting criteria  | 60% - 79% of clients<br>have IRPs meeting<br>criteria   | 80% – 89% of clients<br>have IRPs meeting<br>criteria   | 90-100% clients have<br>IRPs meeting criteria   |       |       |
|   | 15             |                                       | Each client has an IRP with the following content-related pieces: 1) Identification of strengths & barriers (including from FA); 2) Objectives are measurable; 3) Skill-building language is used in some interventions if person is in action stage 4) TCM is included, if needed | < 40% of clients have IRPs<br>meeting all criteria   | 40% - 59% of clients have<br>IRPs meeting criteria  | 60% - 79% of clients<br>have IRPs meeting<br>criteria   | 80% – 89% of clients<br>have IRPs meeting<br>criteria   | 90-100% clients have<br>IRPs meeting criteria   |       |       |

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|----------------------------|----------------|---------------------------------|--|--|--|--|---|--|-------|-------|
|                            | 16             |                                 | Each recovery plan is reviewed & updated every 90 days   | < 40% of clients have a<br>recovery plan updated every<br>90 days  | 40% – 59% of have a<br>recovery plan updated<br>every 90 days  | 60% – 79% of clients<br>have a recovery plan,<br>updated every 90 days   | 80% - 89% of clients<br>have a recovery plan,<br>updated every 90 days  | 90-100% of clients have a<br>recovery plan, updated<br>every 90 days   |       |       |
|                            | 17             | Encounter Notes                 | Encounter notes: 1) interventions relate to goals & objectives in IRP; 2) Interventions written in behavioral terms specifying teaching, coaching, cueing, etc.; 3) Includes client response to interventions & next steps; 4) date, start/end time 5) location of service; 6) staff sign, date & credentials. | < 40% of encounter notes<br>meet description.  | 40% - 59% of encounter notes meet description.   | 60% - 79% of encounter<br>notes meet description.  | 80% – 89% of encounter<br>notes meet description.   | 90-100% encounter notes meet description.  |       |       |
| Domain 4:<br>Interventions | 18             | Stages of Change                | Stage of change is assessed and interventions are appropriately matched.   | <40% of charts show evidence<br>of stagewise services; none of<br>the staff interviewed can<br>articulate appropriate<br>matching strategies | 40-59% of charts show<br>evidence of stagewise<br>services; 1/4 of staff<br>interviewed can articulate<br>appropriate matching<br>strategies | 60-79% of charts show<br>evidence of stagewise<br>services; 1/2 of staff<br>interviewed can<br>articulate appropriate<br>matching strategies | 80-89% of charts show<br>evidence of stagewise<br>services; 3/4 staff<br>interviewed can articulate<br>appropriate matching<br>strategies | 90-100% of client charts<br>show evidence of<br>stagewise services; all staff<br>can articulate appropriate<br>matching strategies |       |       |
|                            | 19             | Skill-Building<br>Interventions | Staff routinely use skills lists, skill-<br>builder toolkits and curricula to guide<br>skill-building interventions.   | < 40% of staff   | 40-59% of staff  | 60-79% of staff  | 80-89% of staff   | 90-100% of staff   |       |       |
|                            | 20             | Mutual Support<br>Groups        | Assertive linkage to mutual support groups (e.g., staff attend with client for 1st time, find sponsor/group, 12-step facilitation curriculum used, role play first meeting, debrief experiences)   | No assertive linkage to mutual support groups.   | Mutual support - One type<br>of assertive linkage<br>utilized; some<br>documentation in plan/enc<br>notes.                                   | types of assertive linkage<br>utilized; some   | Mutual support - Three<br>types of assertive linkage<br>utilized; some<br>documentation in<br>plan/enc notes.                             | Mutual support - Four<br>types of assertive linkage<br>utilized; full<br>documentation in plan/enc<br>notes.                       |       |       |

| Domain | Item<br>Number | Standard | Contract monitor   | 1   | 2  | 3  | 4  | 5   | Score | Notes |
|--------|----------------|----------|--|---|--|--|--|---|-------|-------|
|        | 21             |          | Rec/Well Workshops are offered by CSP/RP, clubhouses and/or community hospitals with integration into CSP/RP documentation (e.g., include on recovery plan as interventions, document in encounter notes). | No Rec/Well groups offered<br>or linked.            | Rec/Well groups offered<br>monthly and some<br>documentation in plan/enc<br>notes.       | bi-wkly and some   | Rec/Well groups offered<br>wkly and some<br>documentation in<br>plan/enc notes.          | Rec/Well groups offered<br>wkly and full<br>documentation in plan/enc<br>notes. |       |       |
|        | 22             | C C      | Family education/ support groups<br>offered at least 12 times/year (3<br>times/quarter)  | No family education/support groups offered.         | Family education/ support<br>group offered once  | Family education/<br>support group offered 2<br>times                                    | Family education/<br>support group offered 3<br>times                                    | Family education/ support<br>group offered 4 times                              |       |       |
|        | 23             |          | Team has regular contact with family members of at least 50% of clients. (This is based on the whole CSP/RP caseload.)   | Team has no regular contact<br>with family members. | Team has regular contact<br>with family members of at<br>least 20% to 29% of<br>clients. | Team has regular contact<br>with family members of<br>at least 30% to 39% of<br>clients. | Team has regular contact<br>with family members of<br>at least 40% to 49% of<br>clients. | Team has regular contact<br>with family members of at<br>least 50% of clients.  |       |       |
|        |                |          |  |   |  |  |  | Average Staffing Score  |       |       |

| Average Staffing Score                     |
|--|
| Average Service Intensity & Location Score |
| Average Tx Planning & Documentation Score  |
| Average Interventions Score                |
| Total Average Score                        |
|  |